

EXHIBIT F

PROGRAM COMPLAINT STATISTICS

PROGRAM COMPLAINTS by Fiscal Year (FY)					
	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000 Oct - July
Beginning FY Open Cases	360	578	1003	1285	1038
New Complaints Filed	219	549	759	1261	470
Cases Closed	1	124	477	1508	1134
End of FY Open Cases	578	1003	1285	1038	

Source: FY 1996 - FY2000 CR Program Complaints Tracking System (ProgCom)
FY 2000 CR Complaints Tracking System (CRCTS)

Note: Numbers supplied are approximates
Average Cases Filed per FY using FY 96 - FY 99 Data is 697.